Zen Home Talk and Zen Home Talk Plus

Service User Guide

Zen Internet, Sandbrook Park, Sandbrook Way, Rochdale OL11 1RY
Tel: 01706 902100 E-mail: info@zen.co.uk Web: www.zen.co.uk

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Introduction

Thank you for purchasing a Home Talk telephone line and calls package from Zen.

Zen has now introduced its own innovative calls and lines service for Businesses, “Zen Home Talk”, using the Openreach network so that broadband customers can now take advantage of cheaper telephony services so that we can provide you with a “one stop shop” for both broadband and telephone services giving you the same expert support that you receive and expect from one of the UK’s leading and award winning Internet Service Providers – **Both on a 30 day contract!**

Our packages mean that customers don’t have to commit to long term contracts to receive the best call rates without having to pay additional monthly subscription charges for the benefit of receiving call discounts.

Zen Home Talk services can only be deployed at residential premises types where standard domestic council tax charges are applicable.

The supply of Zen “Home Talk” and “Home Talk Plus” services do not have to be associated with a Zen Broadband service.

If you are transferring your line to Zen and currently have a Carrier Pre-Select (CPS) calls services associated with the line provided by another calls provider we will transfer your service without re-applying the CPS service as Home Talk and Home Talk Plus services do not permit the use of CPS or Indirect Access (IDA) calls services as any deployment invalidates the general maintenance guarantee that is associated with the service line as we are unable to ensure that we can meet the associated repair timescales.

This User Guide has been designed to help you obtain the most from your Home Talk service and provides useful information in support of the service and includes details of:

- Our Commitment to You
- What is Included in our Home Talk and Home Talk Plus Packages
- How the process of transferring your telephone line to Zen works
- How to order a new Home Talk service
- What optional extras are available to you
- What Maintenance Services are provided
- How to troubleshoot potential faults on your service
- How to report a service fault
- What to do if you are dissatisfied with our service
- Other useful information helping you to obtain maximum benefit of being a Zen telephone line and calls customer

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Please also refer to our other documentation that supports our Home Talk Service which includes:

- Installation and monthly charging information
- Key UK and International destination call tariffing
- A complete tariff information sheet
- Terms and Conditions for the provision of our Home Talk service
- Zen's Codes of Practice for Home Talk services including Premium Rate (PRS) and Number Translation Services (NTS)

Our commitment to you

Zen is committed to providing you with the highest possible levels of product quality and customer service. We provide fixed line telecommunication services purchased from wholesale providers which have been carefully chosen by us to ensure, just like our broadband services, that we can offer the highest level of service to you and make every reasonable effort to supply services that satisfy your requirements.

Transferring your current telephone service to Zen

The process of transferring your current telephone line to a Zen Home Talk Service is simple. The following steps are undertaken to ensure that your service is successfully and seamlessly transferred. The transfer process does not require you to cancel your service with your current provider, you simply inform us that that you wish to transfer your service to us and we take care of the rest.

You will need to check that you are not currently in a contract term with your current provider as you may be charged for any outstanding service rentals – something you don't have to worry about here at Zen!

- Select either the Zen Home Talk or Zen Home Talk Plus Package
- Decide on having a standard business Directory or Ex Directory phone book listing
- Decide on any Optional Calling Feature Packs
- Place your order with a member of the Zen sales team. Once your initial payment has been accepted your order will then be progressed
- We will confirm with you when your service is due to transfer and inform you of any delays during the transfer process and any reasons for this
- We will then confirm with you when your service has been transferred

The line transfer process will take 12 working days to complete during which time your service will remain unaffected. If you are a Zen Broadband customer, or have a broadband service from another provider, your broadband service will continue to work as normal.

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Features specific to both Home Talk and Home Talk Plus

Both Zen Home Talk and Home Talk Plus services all consist of:

- A fixed telephone line
- A calls package
- A standard NTE5 line socket or equivalent socket type installed by Openreach where not already provided at the premises
- An “in tariff” maintenance level for service faults of 100 clock hours
- A standard domestic or ex-directory listing in the phone book
- The provision of the BT Phone Book (One updated copy per line per year)

The following calling and network calling features are included in the monthly service charge of both Home Talk and Home Talk Plus services:

- Calling Line Identity (CLI) forwarding
- CLI Withheld (141)
- Call Return (1471) (3)
- Ring Back (5) (Pay per use)
- Reminder Call (Pay per use)
- Three Way Calling (Pay per use)

For further information on calling and network features and how to use them please refer to the section detailed “Calling and Network Features”.

Home Talk and Home Talk Plus customers also receive the following benefits

- No call connection, call setup or minimum call charges on calls made to UK 01,02,03,0845,0870 and International calling destinations
- Per Second billing of calls and not to the minute
- A contract term of only 30 days. (Coupled with Zen’s unique 30 day broadband contract this makes Zen the only Communications Provider currently offering both line and broadband services for a minimum contract term of only 30 days).

Calling Line Identity (CLI)

All Home Talk service lines are automatically provisioned to have the outgoing Calling Line Identity (CLI) (the telephone number) forwarded to the called party with every called made. Home Talk users can prevent their CLI being passed on a per call basis by dialling “141” before the call.

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Alternatively, customers can contact a member of our customer services team and choose to have their line CLI restricted on a permanent basis with the option to override and release it on a per call basis by dialling 1470 before each call.

Customers should be aware that many users of fixed line telephony services only allow calls to be connected that forward their CLI as many deploy the "Anonymous Caller Reject" Service from their service provider of which is also available from Zen as part of Zen's "Call Screening" optional calling and network feature pack.

Directory Listing

As part of the Zen Home Talk or Home Talk Plus service you are entitled to either a standard domestic or ex Directory listing within the Phone Book.

Phone Book

For each telephone line you are entitled to one copy of the Phone Book once per year.

Time Charge Bands

Time charge bands for telephone calls made using either Home Talk or Home Talk Plus services are:

- Monday to Friday 7am to 7pm – PEAK
- Monday to Friday 7pm to Midnight to 7am AND Sunday Midnight to 7am Monday – EVENING
- Saturday Midnight to Sunday Midnight – WEEKEND

All call charge information can be found from the Zen Home Talk Plus tariff information sheet.

Service billing

Calls are billed by the second. Calls that span more than one charge band will be charged at the appropriate charge band. IE: a 10 minute call commencing at 5.55pm on Monday Daytime and completing at 6.05pm on a Monday Evening will be charged for 5 minutes at the appropriate daytime rate and 5 minutes at the appropriate Evening and Weekend Rate.

We will send you an invoice every month detailing your charges for the period. Home Talk service rental charges are billed in advance and call charges billed in arrears. Payment can be made upon invoice or by Direct Debit. We do not make any additional charges to customers paying for services through other payment methods or for receiving invoices by post.

The monthly service price includes for service payment by direct debit or invoice and a total charge. We encourage service users to adopt paperless billing and receive their invoices via email where possible. We do not

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send out itemised bills for telephone calls made as call itemisation details are available directly from our customer portal where your Call Detail Records (CDR's) can be viewed and downloaded.

If upon contracting for a Zen Home Talk service and are already subscribing to a Zen service, upon request, your billing cycle can be set to the same period so you are billed at the same time for all of your Zen services.
Should you have difficulty paying your bill you are advised to contact a member of our customer billing team on as soon as possible 058 9000 or 01706 902 000

Call Detail Records (CDR's)

As part of our environmental policies we do not send out itemised call details information. We only provide call itemisation from our website where customers can view and download a full list of itemised calls.

Existing Zen broadband Customers who have already created an account to view their broadband account details will be able to view and download their itemised call details from the "My Services "section of our customer portal.

New customers should go to https://portal.zen.co.uk, create an account and then they will be able to view their call details. If you wish to query your bill, you can contact a member of our Credit Control and billing team by telephoning 01706 902 000 during the hours of 9am - 5pm weekdays or by email at customerbilling@zen.co.uk

Call charges

Call charges for calls made to all UK destinations are the same whether you are a Home Talk or Home Talk Plus customer. The difference between Home Talk and Home Talk Plus is that Home Talk Plus customers pay an additional monthly fee for the benefit of being able to make up to 1000 minutes worth of calls to 01, 02 and 03 UK numbers at any time of day per month with the added benefit of reduced call charges to many key International calling destinations.

If you are a Home Talk Plus customers and exceed your monthly 01, 02 and 03 inclusive call minutes allowance, any calls made outside your monthly inclusive minutes allowance will be charged at the appropriate pence per minute charge.

Should your inclusive minutes allowance expire during a call, the call will billed as a "split" call with a number of minutes being billed within the inclusive minutes allowance and the surplus minutes being billed at the appropriate call charge rate.

Unused inclusive call minutes cannot be carried over to the following month and are not transferable.

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Calls made to 0845 and 0870 numbers are currently not currently included within the Zen Home Talk Plus Inclusive minutes call plan and will be charged at the appropriate call charge rate.

Call charges to premium rate (PRS) (09), Special Rate (0844, 0871) AND Directory enquiry 118 service numbers are the same regardless of whether you have subscribed to a Home Talk or Home Talk Plus service.

Please refer to our full tariff guide for further information on all call pricing.

Modifying your current service (service re-grades)

You can re-grade your service from Zen Home Talk to Home Talk Plus or vice versa and add or remove any optional calling feature packs upon the anniversary of your bill. If at any time you wish to re-grade your service or add or remove a feature pack please contact a member of our sales team of who will be able to assist you with this.

Complaints

Should you have a complaint about our service you should contact a member of our customer services team of who will take ownership and will action your complaint.

Price lists and additional information

For copies of our price lists and any additional information relating to our Zen Home Talk services please contact a member of our Sales team. Alternatively you can email us at homeenquires@zen.co.uk or write to us at Zen Internet, Sandbrook House, Sandbrook Park, Sandbrook Way, Rochdale, OL11 1RY.

Abusive, malicious and threatening calls

We view the problem of malicious and nuisance calls very seriously. Should you experience a malicious or nuisance call you can contact a member of our customer services team to report this and for information on how to deal with the situation. We have specifically designed a low cost Feature pack which will help prevent any nuisance calls called “Zen Call Screening” which allows customers to reject any call from a caller that doesn’t forward their identity, allow you to reject calls from a pre-configured list of up to 10 phone numbers and bar all inbound calls to your Zen Home Talk Service.

Information on the Zen Call Screening Feature Pack can be found in the section detailing all our Optional Calling Feature Packs.

Abusive and threatening calls, whether from people you know or from strangers, are a criminal offence. Here are some tips on how to avoid them and what to do if you receive them.

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- Tell us as soon as you receive a malicious or nuisance call. It doesn't matter whether you know the caller's identity or not. We will log the information on our database for future reference
- Make a note of the of the phone number if the caller has forwarded their CLI and you have caller display or use the 1471 last caller information . In most occasions the malicious or nuisance caller will restrict sending their CLI
- If the caller is threatening, you are advised to contact the Police Immediately
- If the caller is making direct threats to you or your family and you believe those threats to be real and immediate, you must call 999 or 112 straightaway
- If you believe that the threats made are not immediate, then you should call your local Police Station
- We can provide you with the "Zen Call Screening" Feature Pack which should prevent these kinds of calls

Silent calls

Silent calls are caused by automated calling systems known as diallers. These are often used in call centres to generate and attempt to connect calls. If there is not enough call centre agents available to handle all of the calls made, you may receive a silent call. Ofcom guidelines state that call centre's using diallers should play an information message if a call is abandoned, to prevent the call being silent. However, if you are receiving silent calls you should:

- Try and identify the caller. All companies using automated diallers should present a Calling Line Identification number on your telephone's display if you have subscribed to a Caller Display service. Alternately, you can obtain the caller's telephone number by dialling 1471.
- Visit the Ofcom website via http://www.ofcom.org.uk/complain/landline/silent/ which will provide you with useful information about how to deal with the call and lodge a complaint with Ofcom. Ofcom continually monitors complaints about silent calls, and may investigate any company which it believes may not be complying with its guidelines.
- We can provide you with our "anonymous call rejection" service as part of the Zen Call Screening Optional Feature Pack which should prevent these kinds of calls in the future. However, this may block some calls you might want to continue receiving, such as calls from overseas. Please contact a member of our sales team for further information.

Unwanted sales and marketing calls

If you don't want to get any calls from sales and marketing firms you can add your details to a list, run by the Telephone Preference Service (TPS), which makes it illegal for a company to call you for marketing purposes in the future.

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- The Telephone Preference Service can be contacted at www.tpsonline.org.uk
  It takes about 28 days after you've registered before the service takes effect. If you are still getting calls
- after 28 days, then you can complain to the Telephone Preference Service using the contact details listed above

Fraud Prevention and Consumer Protection

We take our duty to protect our customers very seriously as well as our duty to protect ourselves and our suppliers from telephony fraud and we may temporarily or permanently suspend your service if we have a reason to suspect that a fraud directly or indirectly has or is occurring.

If we believe that a fraud has or is occurring involving your service line we will inform you as soon as possible and you may find that your service has been directly routed directly to our credit control department in order to protect the bill payer from running up extensive telephone charges or has been barred from making chargeable calls. During any investigation, you may not be able to make chargeable outgoing calls whilst an investigation is underway. Any service restriction placed on your line will not affect your ability to make calls to freephone numbers or receive incoming calls.

Access to Premium Rate (PRS), Special and Directory Enquiry Numbers commencing 09, 0844, 0871 and 118

We take an ethical stance in providing services and where access to Premium Rate and Special service numbers is available usage is closely monitored to help protect the bill payer from running up extensive telephone charges and we will inform you of any excessive usage beyond what we would expect to be normal.

Access to specific services such as Directory, Premium Rate calling Services (PRS) and some network and calling features to specific numbers may be restricted due to fraud prevention. Please also refer to Zen's code of Practice in relation to using Premium Rate, NTS (Number Translation Services) and Special Rate telephony services.

Charges for calls made to these numbers may be different to those published or advertised by BT under their obligation and you are always advised to check the call cost prior to making a call to one of these numbers.

Please refer to our full tariff sheet which details all call charges to all Premium Rate, Special Service, and Directory Service numbers complete with associated call charge bands.

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Service Maintenance and general guarantee

Every Zen Home Talk or Home Talk Plus Service is provisioned with an automatic in-tariff service maintenance level of 100 Working Hours. This includes a 4 hour Zen response for faults reported during the hours of 8am-5pm, Monday to Friday (Excluding Bank Holidays) with a 96 hour estimated time to fix the fault during the hours of 8am – 5pm, Monday to Friday (Excluding Bank Holidays) from our partner, Openreach.

Service Faults can be reported by telephone to a member of our Technical Support Team during the hours of 8am-8pm, Monday to Friday and 9am-5pm during the weekend (Excluding Bank Holidays). However, faults will only be dealt with during the hours of 9am-5pm, Monday to Friday (Excluding Bank Holidays) but will be dealt within 4 working hours of the fault being raised.

Examples of response times for Faults raised to Zen:

Day Fault Raised:	Time of the fault received by Zen :	Zen Response Time:
Monday	9am	By 1pm the same day
Monday	4pm	By 12 noon the next working day (Tuesday)
Tuesday	2pm	By 10am the next working day (Wednesday)
Saturday	8pm	By 1pm on the next working day (Monday)

Faults reported at the weekend will receive a higher level priority against those raised at, say, 9am on the next working day.

Faults not cleared by our Technical Team will result in a “Trouble Ticket” being raised with our partner, Openreach. Once the ticket has been issued, a member of our technical team will continue to advise you of progress until the fault has been cleared.

Zen, in conjunction with its partners, is responsible for the supply, management and maintenance of the service from the BT Exchange to the Openreach NTE5 Master Socket (or equivalent) installed in your premises and we will repair the service without you incurring charges under the general maintenance guarantee which the cost is included in your monthly service charge unless the fault is due to:

- Faulty wiring or extension sockets. All wiring providing additional extension sockets beyond the Openreach supplied NTE5 master Socket (the service “demarcation point”) is classified as being “customer owned” and therefore not covered under the general maintenance guarantee of the Home Talk service
- Damage to cabling from the Openreach telegraph pole, drop wire cable or underground service cabling on your premises resulting from circumstances other than that of general wear and tear

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- The collapse of the duct providing the service cable into your premises on your property

We are also responsible for the delivery and receipt of telephone calls and the functioning of any network and calling features deployed on your Zen service. Faults relating to the inability to make outbound calls or receive telephone calls should also be directed to our Technical Support Helpdesk. If the problem still persists after first consulting with the fault diagnosis and resolution information contained in this document.

Please refer to the fault diagnosis and fault reporting section of this document which explains how to test for a fault as well as detailing any common causes prior to you deciding to report the fault by telephone to a member of Zen's Technical Support team.

Contract term

The minimum contract term for Zen Home Talk or Zen Home Talk services is only 1 month unless expressly specified otherwise in writing.

VAT

All Home Talk service and call pricing quoted is inclusive of VAT.

Moving home

Please call a member of our Customer Services team or FREECALL 777 from a Zen Broadband or Zen Business Talk SIP service to discuss how to move your telephone and for broadband service to your new address and to discuss the steps to take to ensure you have connectivity as soon as you move in.

We will also tell you whether or not you can take your existing telephone fixed telephone number with you to your new address and we can help you plan the seamless transfer of services so that you never lose service.

We require at least 28 days notice before you move so that we can make the appropriate arrangements. If for any reason it is not possible to provide you with the telephone service at your new address, we will tell you as soon as you enquire about your relocation.

Standard calling and network features

As part of your monthly service charge we include a number a number of calling and network features which also includes Ring Back, Reminder Call and Three Way calling features chargeable on a pay per activation basis.

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Your phone

To use calling and network features you need a fixed line phone with a recall (“R”), “*” and “#” buttons that make musical tones when you dial. The recall setting of the phone if a switchable option is available on the phone should be set to “Time Brake Recall” (TBR). If you hear clicks instead of tones when you make a call you need to set the phones dial setting switch to “DTMF” (Dual Tone Multi Frequency) which is usually located on the side or base of the phone.

Standard Features

We provide you with a number of standard inclusive calling and network features which are included in your monthly service rental charge.

141 - Withholds your telephone number

141 Withholds your Outgoing Calling Line Identity (CLI) on a per call basis. Your service line is set to automatically pass your CLI. Simply dial 141 before you dial the number you wish to call to withhold your CLI on a per call basis. We can automatically block your CLI from being sent and you can chose to release it on a per call basis by dialling 1470 before the call. Please contact a member of our customer services team who can provision this for you.

1471 - Lets you know who called you last

1471 Tells you the last number that called. Dial 1471 to find out the last number that called while you were away from your phone if they did not withhold their CLI. By simply pressing 3 you can then return the call straight away if the user did not withhold their CLI.

You are charged for returning the call at your standard calling rate for the calling period. If you are a Home Talk Plus customer the call charge will be deducted from your inclusive call minutes if the call was made to a UK, 01, 02 or 03 number.

1470 - Lets you release your CLI if your number is barred from the network

1470 allows you to release your outgoing CLI on a per call basis if you have chosen to have your outgoing CLI permanently barred when making a telephone call. To release your CLI simply dial 1470 before dialling the recipient’s telephone number.

Ring Back 5 - Automatically dial an engaged number

Don't waste your time re-dialling an engaged number. Simply dial 5 when you hear an engaged tone, wait for a confirmation message, then hang up. When your phone rings, pick it up and wait for the other person to answer. Ring Back will keep trying the engaged number up to a maximum of 45 minutes.

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Ring Back is not available on calls made to ISDN lines, International destinations and some multi-line switchboards and is not compatible with call waiting activated on the line at the same time.

There is no monthly charge for the service. You are charged for ring back at your standard calling rate for the call period plus an activation fee every time you use the service.

If you are a Home Talk Plus customer the call charge will be deducted from your inclusive call minutes if the call was made to a UK, 01, 02 or 03 number.

Setting up a Ring back request	Dial the Phone number then “5”
on hearing an engaged tone wait for confirmation message then put your handset down	
Answering a Ring Back	Pick your handset up when you hear the special ring
Checking	*# 37 #
Cancelling	# 37 #

3 Way Calling - Speak to two people at once

Three Way Calling is ideal for when you need to speak to two other people at the same time and is quick and easy conference calling facility that saves you making lots of different calls at different times. This function enables you to introduce a third party to a call after you have initiated a phone call.

Setting up a 3 way Call	Press “Recall” wait for dial tone
	Dial the second phone number
	Wait for answer then press “Recall” then “3”
Ending the first call only	Press “Recall” wait for dial tone then press “5”
Ending the second call only	Press “Recall” wait for dial tone then press “7”
Ending the call	Simply hang up

To talk to two callers separately, press “2” instead of “3” when the second caller answers. If you want to switch between the two callers, press “Recall”, wait for the dial tone and then press 2.

There is no monthly charge for the service. You are charged for 3 Way calling for the call at the standard calling rate for the calling period plus an activation fee every time you use the service. If you are a Home Talk Plus customer the call charge will be deducted from your inclusive call minutes if the call was made to a UK, 01, 02 or 03 number.

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Reminder Call – Set an alarm call

Reminder Call is the equivalent of an alarm clock on your phone. Your phone will ring at the time you programme it to.

Setting a reminder call	*55 *24 hour #
(Use the 24 hour clock – for example 7.30am is 0730 and 4.30pm is 1630)	
Cancelling	# 55 #
Checking the call time	*# 55 #

There is no monthly charge as you are charged an activation fee for every time you set a reminder call.

Optional Calling and Network Feature Packs

Our optional calling and network features, sold as “Feature Packs” will allow you to get the most from your Zen Talk service and have been affordably priced so you can obtain the maximum benefit of being a Zen line and calls customer. Please refer to our full tariff guide for Feature Pack pricing.

Optional Features have been bundled into “Feature Packs” in the following ways. These features can only be activated by contacting us and requesting them as part of your service. There are no setup charges. You are charged monthly in addition to your standard monthly service charge and for any call charges you incur. The minimum subscription term for each feature pack is 30 days and the service normally takes 24 hours to become active. For subscription to any of our optional feature packs or to remove them from your monthly service plan please contact a member of our sales team.

- Zen Call Identity – Includes “Caller Display”
- Zen Call Handling – Includes “Call Waiting” and “Call Diversion”
- Zen Call Screening - Includes “Anonymous Caller Rejection”, “Choose to Refuse” and “Call Barring”

Calling and Network Features are fully operational on Openreach's System “X” and System “Y” Telephone Exchanges however, certain features may not be available to end users as the service may not be supported from the BT Exchange that serves your premises.

If you select an optional feature pack whereby a particular feature cannot be activated we will let you know and you can chose to cancel the option.

The following features calling and network features are available as chargeable optional extras charged on a monthly basis.

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There are no charges applicable for ordering or cancelling a feature pack option. Feature packs can be ordered or cancelled by contacting a member of our sales team.

Caller Display ("Zen Call Identity" Optional Feature Pack)

Shows the number that's calling you. Caller Display works with equipment that has the appropriate display. Please check your equipment is compatible before ordering the service. Caller Display is set from the network

Call Diversion (Part of the "Zen Call Handling" Optional Feature Pack)

Call Diversion lets you divert calls to another phone number. So whether you're out of the office or just away from your desk, Call Diversion means you don't miss out on important calls.

Diverting your calls	*code* then the phone number to divert to then #
Checking your diversions	* # code #
Switching off call diversion	# code #

Feature Codes
21 divert all calls
61 divert calls you don't answer within 15 seconds
67 divert calls when your phone is engaged

You must switch Call Diversion on first if you also want to use Call Barring.

Call Waiting (Part of the "Zen Call Handling" Optional Feature Pack)

Lets you know when another caller is trying to contact you when you are already on a call. A stuttered dial tone lets you know when another caller is waiting to speak to you.

Switching on call waiting	* 43 #
Speaking to your 2nd caller	Recall
Returning to your 1st caller	Recall
when you've finished your call, just hang up	
Checking that it's on	* # 43 #
Switching off	# 43 #
You need to switch off call waiting if you want to use a fax or modem on the same line	

Call Waiting is not compatible with "Ring Back"

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Choose to Refuse (Part of the "Zen Call Screening" Optional Feature Pack)

Choose to Refuse lets you put a stop to nuisance or unwanted calls by stopping them from getting through to you. You can block up to ten numbers. Callers who have had their call rejected will hear an announcement stating that their calls are not being accepted

To bar the last call you answered

Dial **14258.** The service will ask you to press "**" to confirm that you want to bar calls from that number. The number you've barred will no longer be able to get through.

To bar other numbers at any time

Dial **14258**, enter your PIN, Choose to Refuse will give you a choice of the following:

Adding a number to your list

Make sure you include the area STD code before UK numbers, press "#"at the end of the number to tell the service that it is the end of the number.

Reviewing your barred number list

You can check your list at any time. The service will tell you the number and the date that it was barred. Also choose this option if you want to delete a number from your list.

Changing your PIN number

Some obvious PINs such as 1234 and 9999, or PINs that use numbers in obvious patterns on your dialling keypad such as 2580 will not be allowed.

To block the last call you answered	14258 PIN **
Adding to your list of blocked numbers	14258 Phone number #

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Anonymous Call Rejection (Part of the "Zen Call Screening" Optional Feature Pack)

You can stop calls from people who have withheld their number. If a caller withholds their number so that you can't tell what number they called from, they won't be able to get through to you. They'll only get through if they reveal their number. Callers who have had their call rejected will hear an announcement stating that their calls are not being accepted.

Setting up	* 227 #
Cancelling	# 227 #
Checking	* # 227 #

Call Barring (Part of the "Zen Call Screening" Optional Feature Pack)

Call Barring allows you to control the types of calls that can be made from your phone or bar incoming calls. Calls to 999 and 112 are never barred.

Barring all calls to your phone

Barring	*261 #
Cancelling	# 261 #
Checking	* # 261#

Barring calls from your phone

Barring	* 34 code #
Cancelling	# 34 code á PIN #
Checking	* # 34 #

Codes

1	Bar almost all calls – cancelling this option also cancels any other options you've barred
2*	Bar national and international calls and calls to mobiles
3*	Bar international calls
4	Bar all operator calls and text (SMS) messages
5	Bar calls to numbers with a * or # in them (includes some Calling Features, but allows you to cancel this option)

* For customers on certain exchanges, this option will also bar premium rate services.

On certain exchanges Premium Rate call barring is activated using the code of "7"

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PIN security (Where the calling feature requires a user PIN code)

Some phones store or display numbers as you dial. If you're worried about the security of your PIN, use a different phone or lift the handset and press a few numbers to clear the memory when your call is over. Some phones in hotels or businesses log calls and phones on some other networks can print PINs on itemised phone bills. Be careful that no-one can see when you dial on a display phone.

Faults and testing for faults on your Zen Home Talk service

If you're having difficulty making or receiving calls on your Home Talk service or are experiencing a problem with your broadband service then it could be because of a problem in your home or on the network.

As part of your agreement with us, if the fault is with the Openreach network and covered under the general guarantee, we will send out a technician to fix it, and you will not be charged. However, some faults, even ones that may seem like network problems, may really be caused by a problem with your own wiring or equipment. Unfortunately, if a technician comes round and it turns out that the source of the problem is with your wiring or equipment, then you will be charged for the visit so it's worth carrying out a few simple checks, just to work out exactly what kind of problem you are dealing with.

Many problems with equipment and wiring can be identified and solved by you saving you the cost of a visit from an Openreach Engineer. Quickly-solved problems that Engineers frequently encounter are listed below:

- I can't receive incoming calls from the main Openreach or extension socket
- I can't make outgoing calls from the main Openreach or extension socket
- I can't make calls to one specific number
- I cannot connect to the Internet using my Broadband service
- My broadband speed has dropped
- My broadband service has stopped working

Have you checked that your phones ringer is on?

The ringer switch may be on the underside of the phone, in which case it may have been switched to the 'off' position accidentally. Once you've found the switch, try calling your own number from a mobile with the switch in each of its two positions.

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Is your phone charged?

If you use a cordless phone, is it properly charged? Check the battery indicator, if there is one, and that the charger contacts fit neatly to the phone.

Is the phone on-hook?

If you have one or more phones in your premises check that they are all on the hook and ready to receive calls? After 5 minutes if a phone is off hook you should hear a howling noise from the network which will prompt you to replace the handset which will allow you to make and receive phone calls again.

Does the fault affect all your telephones?

Is the problem consistent across all the telephones in your property? If only one of them is affected and not the others, then it's more likely to be a problem with that connection or handset or extension socket other than with the network.

Do you receive a dial tone when you pick up the handset?

If you do not receive a dial tone from the exchange when you pick up the phones receiver, replace the receiver and listen again. If you still do not receive a dial tone then plug the phone into the main Openreach NTE5 socket and try again

Does the fault affect calls to and from only one number?

Is the problem apparent only on calls to, or from, one particular number? If so then it's quite likely that the fault is on the other number, not yours.

Does the fault affect calls to and from every number?

If you cannot make calls to any number and are receiving network notifications stating that there is a fault we will probably already be aware of the problem as Openreach automatically notify us of any network problems that affect multiple users and are already trying to resolve the problem. However, we would still recommend that you report this to us.

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Is the line noisy when you pick up the receiver?

If the line appears to be noisy and you can hear crackling on the service you may be able to run a quiet line test by dialling “17070”. If the test reports that the line appears to be noisy we suggest that you check the following before reporting the fault:

If you’re a broadband customer. Are you using a micro filter for *every* piece of equipment on your line, including phones, TV digi-boxes, games consoles or faxes? Micro filters cut down the sound interference that sharing a phone line with a digital device can cause.

If you are using a cordless phone. Try attaching a phone with a cord to the socket. If, having done this, you no longer hear noise on the line, and then the problem is more likely to be with your cordless phone than the network.

If none of the above advice identifies or solves your problem, then it’s time to carry out a more thorough test of your line. To do this, just follow the instructions below:

Unplug all the devices from your telephone sockets

So that you can test the line independently from any equipment attached to it, you’ll need to disconnect anything you have plugged into any of the phone sockets in your house. This includes telephones, faxes, PCs, modems, satellite television or digi-boxes, extension leads, adapters or double adapters. If you have a Zen broadband service, don’t forget to unplug any micro-filters and your ADSL modem/router too.

Test your main Openreach NTE5 Master socket

Find your main socket. It’s usually located where the line enters your property. Test it by plugging in a telephone with a cord which does not require power.

If you have no problem at the main Openreach socket

If the corded phone works alone on your main socket, then it’s quite likely that the fault is with other equipment. To isolate the faulty piece of equipment try plugging them in one at a time to each separate extension you have, checking the line again after each piece that you add. If you find that plugging in one particular piece of equipment causes the problem to recur, unplug it and consult the manual that it was supplied with, or contact the manufacturer.

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If the fault occurs when you plug the device into a specific extension it could be that the wiring terminating on that extension is no longer connected properly or a fault has developed in the cable from the Openreach Master Socket to that extension. If extensions have been “daisy chained” together then check the previous good working socket in the chain.

If you still have a problem at the main Openreach socket and it has a horizontal bar across the front plate

If your main socket has a horizontal bar, carefully unscrew the two small screws on the face-plate of the main socket and the bottom half of it should pull out. Behind it, on the right hand side you will see the “test” socket. This connects directly to the telephone line, bypassing any extension wiring you have.

If your corded phone now works normally when you plug it into the test socket, then it’s quite likely that your internal wiring is faulty. You can either attempt to repair the wiring yourself, or contact a qualified electrician. Customer owned cabling, extensions and extension wiring are not covered under your Home Talk maintenance agreement and you will be charged for any associated call out charge and any subsequent repair.

If there’s still a problem at the test socket or the main socket

So that you can be confident that the problem is with the line itself (rather than the phone you’ve used to test it) it’s worth checking the test socket (or main socket) with more than one corded phone. But if, having double-checked it, you find that the line still doesn’t work there may well be a fault with the network or wiring. In this case, it’s time to report the fault by telephoning a member of our Technical Support team. A member of our team will call you back and may ask you some additional questions before reporting the fault directly with our partner, Openreach.

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Frequently Asked Questions (FAQ's)

Transferring your Line to a Zen Home Talk service

Is the transfer process to transfer the service to Zen simple?

Yes. Once we have confirmed your order and it has been committed with Openreach, the line will be transferred to Zen after 12 working days from the date of order placement. During this time your line will continue to work as normal. The transfer of line ownership from one provider to another is a "paper" transfer with no engineering requirement in the BT Exchange or at the customer premises.

Will the transfer affect my current broadband service?

No. The provision of broadband and telephone line services are totally independent of each other. Your current broadband service from your provider, Zen or other, will continue to operate normally both during and after the transfer process is completed.

Do I need to notify my current supplier that I am transferring my service?

No. Your current supplier does not need to be notified of your request to transfer your line unlike the current broadband migration transfer process which normally requires you to obtain a Migration Activation Code (MAC) code from your current provider to effect the migration.

Why does the line transfer process take 12 working days to complete?

The provision of our services from Openreach are regulated by OFCOM of which includes a high degree of consumer protection to protect the end user from becoming a victim of **"Slamming".**

Slamming is the name given to the practice of transferring an end user 'service from their current supplier to another communications supplier without their authority or knowledge.

The line transfer process has been designed to be "service provider" and not "end user" driven. Under this process, there is an opportunity to transfer an end users service without their consent.

Service Providers receive notification that an end has requested to transfer away from them and Ofcom regulation then requires the losing provider to confirm with the end user that the transfer request is legitimate and that the request to transfer has not be made fraudulently.

The penalties for slamming are substantial. Also, under distance selling regulations, customers must be given the opportunity to change their mind after consenting to the transfer process which also adheres to Zen's code of practice in the provision of our Home Talk services.

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What should my current provider do if I have chosen to transfer?

Once your current provider receives the transfer notification, your provider should contact you only to confirm that you wish to transfer away from them and for this reason only. If your current supplier try's to re-market services to you or prevents you from transferring this is in clear breach of Ofcom's rules and you should let us know immediately.

What happens if I still owe money or I am in dispute with my current provider?

Your current provider cannot prevent the transfer should you be in dispute or have an outstanding balance with them. OFCOM have the power to enforce transfers from providers that restrict transfers due to a dispute or through non payment. You will be sent a final bill from your current provider of which may contain any outstanding rental charges and you are advised prior to transfer to check your outstanding balance prior to committing to the transfer.

What happens when I have placed my order with Zen?

We will manage the entire process for you when we take your order. We will inform you when your service is due to be transferred (Transfers normally automatically take place at 12 midnight, Monday to Friday). We will also confirm with you when the transfer process is complete and you have become a Zen Home Talk customer.

I have a Telephone Service from Talk Talk, can I transfer my service to you?

We need to check. If the service is line and broadband service is deployed using the entire BT network where companies such as Talk-Talk, The Carphone Warehouse and Tiscalli have not installed their own equipment at the local BT Exchange then we will be able to effect the transfer.

Where such companies have installed their own equipment at the local BT Exchange we are planning to offer a transfer service shortly. Please keep checking with us for future information on this.

I have a Telephone Service from Virgin Media, can I transfer my service to you?

Not currently. We are planning to offer a number transfer service shortly. Please keep checking with us for future information on this.

What Calling and Network Features can I transfer?

Upon transferring your telephone line to Zen we will automatically deploy a set standard of calling and network calling features incorporated in the service.

We have chosen to incorporate many of the most used and requested calling features and network feature into "feature packs" which offer excellent value and can be selected as a chargeable optional extra. Unfortunately, we

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may not be able to support all you current features within our feature packs as not every calling and network feature is currently available for re-sale.

Can I cancel my service transfer to Zen Home Talk before my service is transferred?

Yes. You can cancel your order for the transfer of your telephone service to Zen at any time during the transfer process. We do not charge for the cancellation of a line transfer order whereby a transfer process has yet to be confirmed as completed by our partner, Openreach.

Installation of a New Zen Home Talk Service

I have had a previous BT service in the premises with a socket. Can this be used to provide the Zen Home Talk service?

Possibly. We need to check this first to see if the previous service can be re-activated. You can check this yourself by plugging in a telephone and dialling “17070”. If you receive a response that details the services current line number we will be able to reactivate the line with the existing line number without requiring an engineer to visit your premises. The charge to re-activate the line would be charged as an administration cost. However, this isn’t always possible as the line could have been inactive for some time and Openreach may have re-used any network cabling to provide a service to another premise. If this is the case you will have to pay the standard installation charge applicable.

When will my new service line be installed?

The minimum lead time for new service installations requiring an Engineer Visit is 12 working days from order placement where the working day is Monday-Friday,9am to 5pm (Excluding Bank Holidays).

There may be the option of re-starting a stopped line at your premises and will advise you of this option when you place your order. Re starting of a stopped line is cheaper than the installation of new line, does not normally require and engineer to attend your premises and can normally be restarted within 3 standard working days of your order being accepted. We will also advice you of the telephone number of the new service but advise you not to give out your new number until your new service is up and running.

All installation work is carried out during the days of Monday to Friday and between the hours of 9am and 5pm. If for any reason, the Openreach committed date or time changes we will inform you at the earliest opportunity and reschedule the installation to best suit your requirements.

When we place your order we are given an appointment date and time from Openreach when the line is due to be installed.

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This is known as the “committed” installation date and time. The appointment will either be an AM or PM appointment during the days of Monday to Friday. AM is classed as 9am to 12am and PM classified as 12am to 4pm and we will inform you whether or not the appointment is AM or PM and the date the service line is due to be installed.

Where will Openreach deploy the new Home Talk service line?

Within 3 Metres of the entry into your premises. When Openreach attend site to install a new telephone line the standard installation charge covers the installation of the service to within 3 Metres of where the service line enters the premises from either a drop wire from a telegraph pole or underground cable and terminate the line on a NTE5 Master Socket (The service demarcation point). Openreach will try and terminate the service as close as possible to standard 240v power outlet for practically purposes but this may not always be possible.

If your premises are fed by a drop wire from a telegraph pole you may chose to have the service installed either upstairs or down stairs subject to Openreach’s 3 Metre provisioning rule from where the cable effectively touches your premises.

If your premises are fed by an underground cable then the service will be provisioned within 3 metres of the underground feed entering your premises. Openreach always deploy the service using surface mounted cabling.

If you have a new external Openreach NTE5 Master Socket deployed on the outside of your property (Some New Properties only) the service will be connected to this point and can subsequently extended by a certified Electrician. There will be no requirement for Openreach to gain access to your property to install the service.

What type of connection do Openreach install?

An NTE5 Master Socket. Openreach will install the new line and terminate the line on an Openreach NTE5 Master Socket which acts as the service demarcation and testing point.

What happens if Openreach have not deployed the service in the correct position for my equipment?

You can extend the service from the rear of Openreach NTE5 and deploy additional extension services from a suitably qualified Electrician. You may also want to investigate extending the service using cordless, wireless or recently developed “Ethernet over Power” technology.

Does Zen install telephone extensions?

No. We do not currently offer the installation of additional telephone extensions with our Home Talk services.

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Will I get confirmation from Zen as to the progress of my order?

Yes. Once the order is placed you will be advised by telephone or email as to its progress towards fulfilment and you will receive confirmation when the order has been completed.

Will I get confirmation from the Engineer when the they are likely to arrive?

Possibly. The Openreach engineer may call you to re-confirm the appointment on the day of the installation and the time they are due to attend your premises. If you are in any doubt as to the time and date of your installation please contact a member of our customer services team who will gladly reconfirm and advise you accordingly.

Will the Engineer need access to my premises to install the new line?

Yes. Unless you have a new external Openreach NTE5 Master Socket deployed on the outside of your property (Some New Properties only) or we are going to re-start a stopped line at your premises.

What happens if I miss the Engineering appointment?

If an Openreach Engineer attends the premises and no one is available to instruct the Engineer where to deploy the service you will be liable for an abortive visit charge.

What do I do if I need to reschedule the installation?

If for any reason you need to reschedule your installation you should contact a member of our Customer Services Team as soon as possible who will do their best to accommodate this.

What happens if I decide to cancel my new Zen Home Talk service before the new service line is installed?

If you decide to cancel your order for your new telephone service you may do so subject to the following cancellation charges:

For the installation of a New Home Talk or Home Talk Plus Service requiring an Engineer Visit

For notifications to cancel the service order once the order has been placed **made prior to 4pm on the day before the new line is due to be installed - £20.00 + VAT**

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For notifications to cancel the service order once the order has been placed made **after 4pm on the day before the new line is due to be installed - £99.00 + VAT**

If you fail to inform us within the timescales stated and an Openreach Engineer attends the premises you will also be liable for an abortive visit charge.

For the installation of a New Home Talk or Home Talk Plus Service not requiring an Engineer Visit (E.g.: The re-starting of a Stopped Line)

For notifications to cancel the service order **at anytime once the order has been placed - £20.00 + VAT**

Other Frequently Asked Questions

Who are Zen's Wholesale Partners?

Openreach and BT Wholesale. Zen's services are provided in conjunction with Openreach which provide the telephone line and BT Wholesale which provide Zen with the calls service. We have carefully selected our partners to ensure that we can provide you with the best possible levels of service and support.

What parts of the service is Zen responsible for?

Zen, in conjunction with its partners, has responsibility for the delivery, management and maintenance of services from the BT Exchange to the Openreach NTE5 Master Socket. Any extension wiring and sockets are treated as "customer owned" and therefore the service beyond the NTE5 socket is the sole responsibility of the end user. Should an engineer appointment for a premises visit be arranged in conjunction with a line fault you have reported, end users should be aware that if the fault is proven to be due to faulty extension wiring then the end user will be liable for an abortive call out charge.

Please refer to our comprehensive guide on how to isolate a possible line fault. Our fully trained and experienced technical support people will be able to help you. Arranging for the despatch of an Openreach Engineer to site is always the last resort when trying to solve a line problem.

Why doesn't Zen offer the same services that BT does?

Zen is not obliged to offer the same products and services that BT's Business and Retail Division's must provide under BT's Universal Service Obligation (USO) under Ofcom regulation. Certain services, such as specific text messaging services, have not been made available from our Wholesale partners for re-sale.

Should you require a service that is not currently on available you can email speak to a member of our sales team on 01706 902 000 9am - 5pm weekdays or email us at homeenquiries@zen.co.uk

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We will be happy to listen to any suggestions you may have and collate all customer requests and forward these to our senior management team for consideration.

What do I need to do if I experience a fault on the lines?

Should you consider that you have a fault on the line it is recommended that you first test for a number of possible causes prior to reporting it to Zen of which can save you considerable time and money. Please refer to the section in the service guide detailed “Fault Diagnosis and Fault Testing.

When should I contact Zen to report a fault?

Once you have performed all possible checks to in conjunction with the section detailed “fault diagnosis” and testing and the fault still persists you should then contact us and log the fault . We will then subsequently contact you and ask you some additional questions and then perform a line test. If the line test detects that a fault exists we will then raise a “trouble ticket” with Openreach whom will respond according to the Maintenance Level associated with the line and will keep us informed as to progress towards resolution. We will provide you with regular updates as to progression towards closure either by telephone or by email.

What will Zen test for first?

If you have a Zen broadband service on the line we will always check and test the broadband service first unless it is obvious that the fault is with the telephone line. If your line does not have a broadband service associated with the line we will carry out a number of checks on the line.

Am I entitled to compensation if the fault is not resolved within the maintenance service associated with the line?

Unfortunately not. The service maintenance fix times are estimated times of repair only and not guarantees that the fault will be fixed within the time period specified. Openreach resolve 98% of all faults reported to them with the estimated fix time associated with the line.

What can I do if the fault is not going to be fixed within the estimated time to repair period?

In the unlikely event that we are informed that it is not possible to fix the fault within the estimated time to repair we will be able to temporarily divert all incoming calls to another telephone of which you will be charged for call diversion charges at the appropriate pence per minute call charge rate.

If you are a Home Talk Plus customer and ask us to divert incoming calls to an 01,02 or 03 number then calls to these numbers will be deducted from your inclusive calls allowance.

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Would an engineer need to attend my premises to resolve a fault?

Possibly. If the fault cannot be traced to a fault within the Openreach network (i.e.: between the Exchange and the NTE5 Master Socket at your premises, then an engineer will be required to check connectivity from the distribution point (the point from telegraph pole or underground feed from the green cabinet) to the NTE5 master Socket in the premises.

Openreach may need to check any customer owned cabling from the NTE5 Master that provides an extension service. If the fault is proven to customer owned cabling then you would be liable for the payment of an abortive call out charge as all cabling provided beyond the NTE5 master is classified as customer owned and not covered as part of the maintenance service.

If you experience a fault, please first refer to our comprehensive guide on how to isolate a possible line fault. Our fully trained and experienced technical support people will be able to help you. Arranging for the despatch of an Openreach Engineer to site is always the last resort when trying to resolve a fault on the line. We will appoint an Openreach Engineer to attend site if diagnosis suggests that the fault is possibly contained within your premises.

Are my Extension Sockets included as part of the service maintenance?

No. Any extension wiring and sockets are treated as “customer owned” and therefore any service faults diagnosed which are proven to be with extension cabling are not covered under the maintenance service for the Home Talk service.

Does Zen install additional telephone extensions?

No. We do not currently offer the installation of additional telephone extensions with our Home Talk services. Once the Zen service is installed you are able to deploy additional extensions by cabling from the customer side of the Openreach Master socket installed.

Are there any occasions where I may be charged for the repair of my service?

Yes. There are a number of exceptions to the rule of general guarantee from Openreach such as a line fault resulting from customer damage or vandalism to network cabling, drop wires or underground feeds, including the NTE5 within the end users curtilidge which may incur repair charges on a time and materials basis. End users will be advised of any additional charges prior to the commencement of work.

What are the contract terms for my Home Talk Service?

Both Home Talk and Home Talk Plus services are all supplied on a 30 day contract period.

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What do I do if I need to do if I want to transfer my line to another service provider?

Customers wishing to transfer their Home Talk service to another service provider should not cancel their service with Zen but make the request to transfer the management and the billing of the service line to their new proposed service provider who will place the transfer request on your behalf. Once we have received the request from the provider we will confirm with you that the transfer request is legitimate and upon confirmation of the transfer forward you a final account.

What do I do if I need to do if I want to cancel my Home Talk service?

Customers wishing to cancel (cease) their Home Talk Service from Zen can do so through the customer portal or may do so by contacting a member of our sales team. If you have a broadband service on the Home Talk Service, cancelling the telephone line will also create a cease request for the supply of your broadband service from your broadband provider.

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Contact Us

01706 902001 or FREE by dialling 777 from a Zen Broadband or Zen Business Talk SIP line

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Technical Support • Fault Reporting	Telephone: 01706 902 009 8am - 8pm weekdays, 9am - 5pm weekends (fault reporting) 9am - 5pm weekdays (fault response)
Customer Services • Checking of line transfer's • New Service Installation dates • Changes in Directory listings	Telephone: 01706 902 000 9am - 5pm weekdays customerservices@zen.co.uk
Sales • Order for line transfers • Orders for New Lines • Orders for Feature Packs and Feature Pack cancellations	Telephone: 01706 902 000 9am - 5pm weekdays homeenquiries@zen.co.uk
Customer Billing • Billing enquiries	Telephone: 01706 902 000 9am - 5pm weekdays customerbilling@zen.co.uk
General Enquiries	Telephone 01706 902 000 info@zen.co.uk

Zen Internet, Sandbrook Park, Sandbrook Way, Rochdale OL11 1RY
Tel: 01706 902001 E-mail: info@zen.co.uk Web: www.zen.co.uk
Registered in England No. 03101568
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Please Note:

We are closed on Bank Holidays

Calls made to our 0845 numbers from a Zen Home Talk or Home Talk Plus service are charged at 5ppm during the day and 2ppm during the evening and weekend. Calls made from mobile telephones will be higher. Calls to Zen are free by dialling 777 from either a Zen Broadband voice or Business Talk SIP service.

Calls made to Zen may be recorded for training and monitoring purposes.

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